

A-15 PRIVATE SERVICE PROVISION ARRANGEMENTS



POLICY STATEMENT

TWOOSH recognises that families may, at times, wish to engage the services of TWOOSH Educators outside of TWOOSH operating hours. For example, families may wish to engage an Educator to provide care for their children, or to assist with a birthday party. This policy provides clarification regarding private service provision arrangements between Educators and Guardians.

REFERENCES AND CONSIDERATIONS

- The Child Safe Standards 2020 – NSW Office of the Children’s Guardian
- Care for Kids (website)
- Network of Community Activities (website)
- Child Protection Training Courses

Related TWOOSH documents

- Policy D-9 – Providing a child safe environment
- Policy D-11 – Child Protection

POLICY

Responsibilities

TWOOSH

TWOOSH:

- ◆ allows private service provision arrangements between TWOOSH Educators and families as long as these arrangements do not interfere with the operation of TWOOSH, or with the Educator’s employment at TWOOSH.
- ◆ is **not** able to be involved in setting up these arrangements, including suggesting suitable Educators, or providing contact details of Educators and/or Guardians.
- ◆ is **not** responsible for the conduct of TWOOSH Educators during these private arrangements.
- ◆ is **not** responsible for any issues or incidents that relate to the private arrangement.
- ◆ has the right to request that the private service provision arrangements between TWOOSH Educators and families be terminated if it is having an adverse impact on TWOOSH operations.

Guardians

Guardians:

- ◆ engage individual TWOOSH Educators for private service provision arrangements at their own discretion.
- ◆ are responsible for setting up the service provision arrangement with the Educator privately.
- ◆ need to ensure the TWOOSH Educator engaged to care for their child/ren are able to sign in and out using Xplor (in the capacity of an authorised person) if the private arrangement involves dropping off or picking up the child/ren.

Educators

Educators:

- ◆ agree to private service provision arrangements at their own discretion, understanding that the arrangement is unrelated to their employment at TWOOSH.
- ◆ are advised to consider their own protection and safety before agreeing to a private arrangement.
- ◆ are responsible for setting up the service provision arrangement with the Guardians privately, making sure that any communications does not interfere with their child supervision duties during TWOOSH hours.
- ◆ are required to inform TWOOSH of each private service provision arrangement by logging it in the TWOOSH private service provision arrangements register.
- ◆ must be mindful that suitability to work at TWOOSH may be impacted by incidents that occur during these private service provision arrangements.
- ◆ need to ensure they are able to sign in and out using Xplor (in the capacity of an authorised person) if the private arrangement involves dropping off or picking up the children they care for.
- ◆ must ensure confidentiality regarding TWOOSH is maintained at all times. Educators are not to discuss other TWOOSH educators, children, families, or operations during these private arrangements. Educators who find themselves in an uncomfortable position relating to a guardian trying to gain confidential information must notify TWOOSH.
- ◆ are responsible for ensuring they take an appropriate course of action to resolve or follow up any issues that may arise during these private service provision arrangements.

Revisions

Date of next review: December 2021

Date	Reviewer	Approved by
14.12.20	CB, MK	New policy (developed Dec 2020) TWOOSH Management Committee
26.11.21	SR	TWOOSH Management Committee
